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## UNITED STATES MISSION - BOGOTA VACANCY ANNOUNCEMENT

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No. 012

Job Vacancy

February 2, 2011

Note: US and third country citizens, who are not Family Members of USG employees officially assigned to post and under Chief of Mission authority, must attach copies of required work visa or residency visa for Colombia to be eligible for consideration.

OPEN TO:	All interested candidates
POSITION:	Receptionist Telephone Operator FSN-4; FP-AA*
OPENING DATE:	Wednesday, February 2, 2011
CLOSING DATE:	Wednesday, February 16, 2011 by no later than 4:00 P.M. Eastern Standard Time
WORK HOURS:	Full-Time; 40 hours/week
SALARY:	*Not-Ordinarily Resident (NOR): US \$24,518 (starting annual salary) (Position Grade: FP-AA to be confirmed by Washington)  Ordinarily Resident: Col. Ps. 18.603.742 (starting annual salary) (Position Grade: LCP/FSN-4)

Note 1: Eligibility for NORs (see definitions section) depends upon funding availability.

Note 2: U.S. Citizens including U.S. Veterans who are not USEFMs (see definitions section) if hired will be paid under the Local Compensation Plan: Col. Ps. 18.603.742.

The U.S. Embassy is seeking an individual for the position of Receptionist Telephone Operator in the Information Resource Management Section (IRM), Switchboard Unit.

## **BASIC FUNCTION OF POSITION**

The incumbent operates a multiple console-type telephone switchboard to receive and place internal, domestic and international calls both in English and Spanish. The employee responds to basic inquiries, provides rotational coverage for the Embassy reception desk and assists callers in locating individuals they seek, using directories and organizational charts.

While on the reception desk, the employee provides rotational coverage for the Embassy reception desk assisting visitors with information as needed; maintaining detailed and accurate logs of all personnel visiting the Embassy; and issues security badges under the direction of the RSO. Additionally, the incumbent submits and receives applications for new positions within the U.S. Mission and helps with internal telephone calls.

The incumbent operates numerous facsimile machines.

While answering the telephones, the incumbent provides the public with routine consular information; pre-screens incoming direct line phone calls for the Executive Office.

Administrative support includes compiles contact information related to Embassy employees. This position supports the entire U.S. Mission to Bogotá Colombia which is the third largest U.S. Overseas mission.

The incumbent will work night and weekend shifts as necessary in a weekly schedule not to exceed 40 hours per week, though overtime work is sometimes required.

## **QUALIFICATIONS REQUIRED**

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item in their application or in a cover letter.

**(All applicants must meet all the requirements listed below in order to be considered for subject position)**

- a) Education: Completion of secondary school is required.
- b) Prior Work Experience: One-year switchboard experience or one year experience in a busy office environment using business applications such as Microsoft Office Suite required.
- c) Language Proficiency: English Level III (good working knowledge) is required. Spanish Level IV (fluent) is required.

- d) Knowledge: Good working knowledge of local and long distance telephone procedures is required.
- e) Skills and abilities:
- Must be willing to work in a rotating schedule which includes nights, weekends and holidays
  - Must have the stamina to be able to work long hours while at the same time maintain a pleasant and helpful demeanor.

### **\*LANGUAGE REQUIREMENT:**

**Primary Language:** In order to meet the language requirement, all applicants **MUST** indicate in their applications or in a cover letter their primary or native language. A language test will not be conducted in the applicant's native language unless requested by the selecting office.

**Secondary Language(s):** When two or more language requirements are stated in the Vacancy Announcement, language tests are required for those languages that the applicant does not identify as the primary, first-spoken, or native language. If an applicant claims fluency in multiple languages, the applicant must identify **ONE** and only **ONE** language as primary, first-spoken or native. **ALL** applicants will be tested in any other language listed in the Vacancy Announcement that is not listed in the application as a primary language.

### **LANGUAGE TESTING PROCEDURES:**

Most of the positions at the Embassy require specific levels of both Spanish and or English. After the preliminary screening of the applications, those who meet all of the requirements will then be scheduled for the required language examinations if needed.

English language examinations are given at First Class English in Bogota at a cost of 40,000 (Colombian pesos) and out of Bogota at a cost of 60,000 (Colombian pesos); the applicant is responsible for all costs incurred for this test.

Spanish language examinations are given at Avanti in Bogota at a cost of 40,000 (Colombian pesos); the applicant is responsible for all costs incurred for this test.

### **SELECTION PROCESS**

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

### **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current Locally Employed Staff (LES) are ineligible to apply for advertised positions within the first six months of employment in their current position and during probationary period.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule

## **TO APPLY**

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174). This form is available at the Embassy reception or you may request it via e-mail to: [BogotaHRAApplicationForm@state.gov](mailto:BogotaHRAApplicationForm@state.gov)
2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 (member 4) with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
3. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.
4. US Citizen EFMs and EFMs may apply for positions as soon as the sponsor has orders assigning him or her to Embassy Bogotá.

NOTE 1: Ordinarily Residents (OR), U.S. Citizens and U.S. legal permanent residents are subject to both Colombian labor and tax law and U.S. Federal taxes and FICA contributions.

NOTE 2: Internal candidates should refer to Section V of the LES Handbook with regard to salary level when promoted or reassigned to another position. Please be aware that multiple grade promotions and exception to required minimum waiting period are reviewed and approved at a Washington level based on all the requirements listed on the position description (PD), copies of this vacancy's PD are available at the HR Office. Questions should be directed to the HR Office.

## SUBMIT APPLICATION TO

American Embassy Bogotá  
Human Resources Office  
Attention: Recruitment Unit  
Carrera 45 No. 24 B-27

Alternatively you could e-mail your application to: [jobvacanciesbogota@state.gov](mailto:jobvacanciesbogota@state.gov)  
Please note that this e-mail address is a mail box only. Any messages sent to this box will not receive a response. **Please do not mail a hard copy of your application package to us if you have already sent it via e-mail.**

### **APPLICATIONS WILL NOT BE RETURNED. APPLICANTS SHOULD KEEP A COPY FOR THEIR FILES TO APPLY FOR UPCOMING VACANCIES.**

The Embassy is unable to acknowledge the receipt of applications packages due to the high volume of applications received, please assume that you were not selected if you have not heard from us within six weeks of the vacancy announcement's closing date.

## DEFINITIONS

1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:
  - Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
  - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
  - Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
  - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.
2. **US Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad (Colombia) with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
  - a) Resides at the sponsoring employee's or uniformed service member's post of assignment abroad (Colombia) or at an office of the American Institute in Taiwan; or
  - b) Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form [OF-126](#), Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad (Colombia) or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad (Colombia), or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

**6. Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

**EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).**

**IF YOU MEET ALL THE REQUIREMENTS FOR THIS POSITION, PLEASE  
SUBMIT YOUR APPLICATION FORM NO LATER THAN THE CLOSING DATE  
WEDNESDAY, FEBRUARY 16, 2011 AT 4:00 P.M. EASTERN STANDARD TIME.**

The US Mission in Colombia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation.

Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.